



June 2019

Progress Report

A diverse, vibrant, caring and healthy community which empowers all individuals to age well and have opportunities to achieve their full potential.

london.ca/agefriendly



Our Vision of an Age Friendly London

A diverse, vibrant, caring and healthy community, which empowers all individuals to age well and have opportunities to achieve their full potential.

Get Involved!

- ✓ Learn more about the Age Friendly London Network
- ✓ Join one of our eight working groups
- ✓ Become a member of the Network

Contact Us:

www.london.ca/agefriendly

email: agefriendlylondon@london.ca

Phone (519) 661—CITY (2489), ext. 7208 or 311

The Age Friendly London Network

The Age Friendly London (AFL) Network is a community-based network responsible for implementing the *Age Friendly London Action Plan 2017—2020*. The AFL Network is comprised of eight working groups; one for each of the eight focus areas of age-friendliness:

- ◆ Outdoor Spaces & Buildings
- ◆ Transportation
- ◆ Housing
- ◆ Social Participation
- ◆ Respect & Social Inclusion
- ◆ Employment & Volunteerism
- ◆ Communication & Information
- ◆ Community Support & Health Services

These areas represent the aspects of the physical and social environment that impact the ability to age actively and maintain independence. By implementing strategies in the Action Plan across these domains, the AFL Network creates the conditions for wide-spread community impact and improved quality of life.

The diverse membership of the AFL Network includes older adults, caregivers, City of London staff, and representatives from over 80 organizations, agencies, and businesses. Membership is open and anyone can join at any time.

How to Read This Report

In this report, you will find a summary of the accomplishments of the eight working groups over the past year (June 2018—June 2019). Each working group is responsible for implementing specific actions.

AFL Action Plan Implementation Years run from June to June.

Year 1: June 2017 – June 2018

Year 2: June 2018 – June 2019

Year 3: June 2019 – June 2020

For more information about the AFL Action Plan, including detailed information about what each Group is working on, please visit www.london.ca/agefriendly.

Advancing Network Strategies

In addition to the strategies specific to each focus area, the AFL Action Plan includes five network strategies. These strategies reflect the principles that strengthen and guide work through the life of the Plan.

1. Strengthen The Age Friendly London Network

- Over the past year, the eight Working Groups held over 120 meetings and volunteered over 12,000 hours (including attending meetings, conducting research, holding events, giving presentations, and other activities).
- Shared information with 400 older adults and 50 organizations at the annual Age Friendly London Conference and over 350 individuals and organizations through the AFL Network email list.
- Provided leadership and facilitation training to working group members and Co-Chairs.

2. Engage And Empower ALL Older Adults

- Connected with approximately 1,000 older adults and service providers through over 20 presentations and seniors' events in the community.
- Established new connections with the Chinese Canadian National Council and the London Middlesex Local Immigration Partnership to improve outreach to older adult newcomers.

3. Work Together To Improve Age Friendliness

- Identified key partner organizations for each Action Plan strategy in implementation plans.
- Encouraged member organizations to incorporate an age friendly lens through training, education, and partnering with Working Groups.
- Reported annually on Action Plan accomplishments.
- New organizations have joined the Network including All Seniors Care, Carrefour Communautaire Francophone de London, CNIB, Villager Publications, MS Society.

Advancing Network Strategies (Continued)

4. Use Research To Create Impact

- Completed five research projects related to Action Plan strategies in partnership with Western University and Fanshawe College:
 - 1) Winter Walking and Pedestrian Safety for Older Adults (Western University, Environmental Health Promotion)
 - 2) Cycling Without Age (Western University, Gerontology in Practice)
 - 3) Oasis Seniors Supportive Living: A Model for Active Aging-In-Place (Western University)
 - 4) Ease Into Leisure: Lending Library of Assistive Devices (Fanshawe College, Gerontology InterProfessional Practice Program)
 - 5) Intergenerational Programs and Best Practices (Fanshawe College, Gerontology InterProfessional Practice Program)

5. Capture Emergent Opportunities

- Pursued new partnerships with community organizations and secured grant funding to support our work.
- Utilized funding from the Ontario Sport and Recreation Community Fund and the New Horizons for Seniors Grant Program to support the implementation of two Action Plan strategies including the Age Friendly Leisure Buddy Program and connecting low income seniors to community programs and services.

Older Adults (55+) in London

QUICK FACTS

Most Popular City of London Recreation Programs

In 2018...

OVER **10,000** registered for



800



Went on
Bus Trips

916



played
Pickleball
/Badminton

OVER
1,400



signed up for
Cardio/Strength classes



CLOSE TO

1,500

participated
in **Yoga / Pilates**



1,255

registered for
Dance classes

Senior Centres and Memberships

3 Senior
Centres

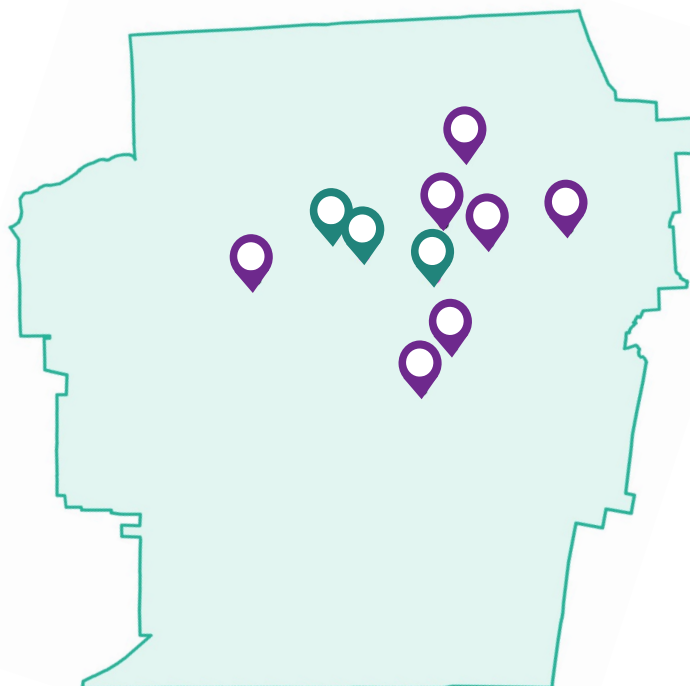


Kiwanis
Hamilton Road
Horton Street



2,774

Members



7 Senior
Satellite
Locations



509

Members

London's population of
older adults age 65+

**over the next
20 years**



65,250

2016

76,700

2021

89,200

2026

107,800

2036

Source: Watson & Associates Economists Ltd., 2018

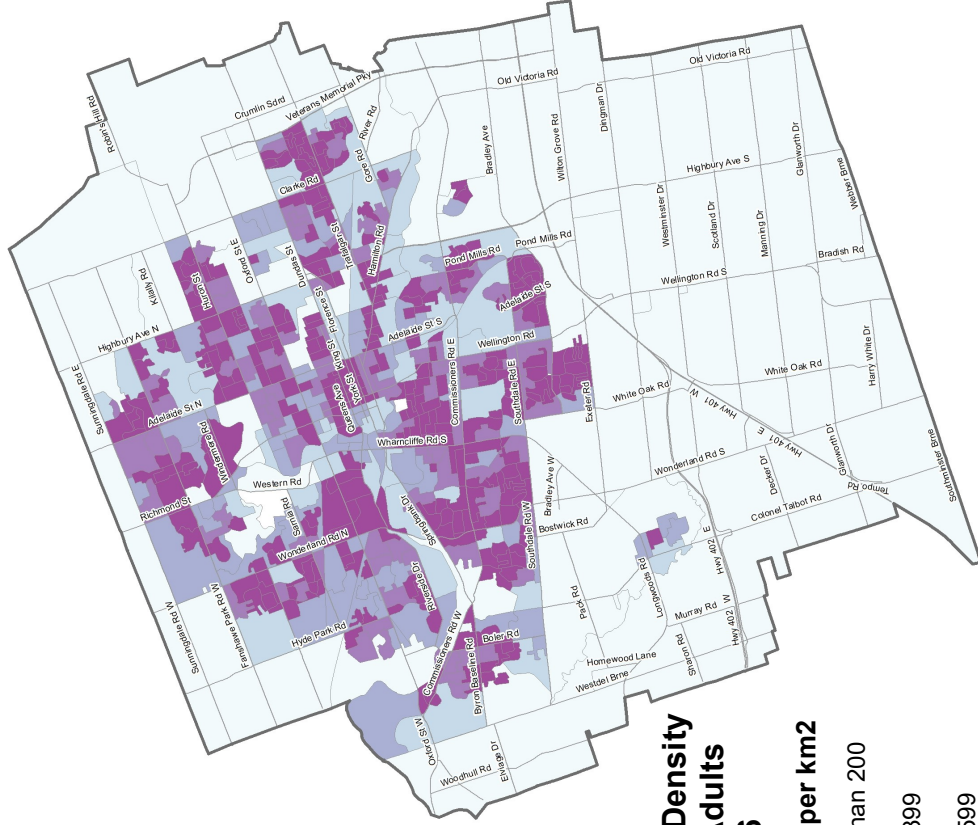
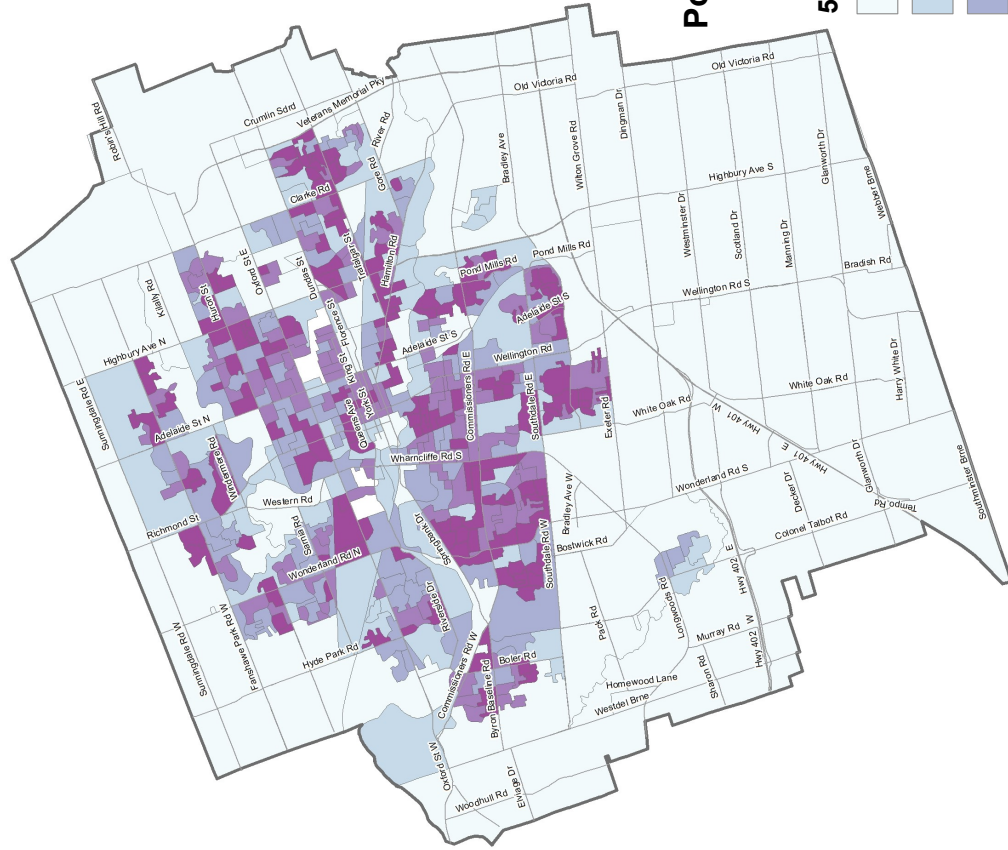
* Special Events include lunches, musical events, and holiday celebrations at the Seniors' Community Centres.

Population Density of Older Adults (55 plus)

These maps show that the older adult (55+) population in London has grown in almost all areas of London between 2006 and 2016.

2006

2016



Working Group Accomplishments

The following section details the Year Two accomplishments of the eight working groups, as well as highlights for work that is planned for Year Three.

The AFL Network Working Groups:

- ♦ Outdoor Spaces & Buildings
- ♦ Transportation
- ♦ Housing
- ♦ Social Participation
- ♦ Respect & Social Inclusion
- ♦ Employment & Volunteerism
- ♦ Communication & Information
- ♦ Community Support & Health Services

Want to find any of the resources
mentioned in this document?

Find seniors' resources and information at:

<http://Seniors.InformationLondon.ca>

Outdoor Spaces & Buildings

Strategy	Accomplishments
1. Influence neighbourhood design to support aging in place.	<ul style="list-style-type: none"> Completed research on aging-in-place and age friendly neighbourhood design.
	<ul style="list-style-type: none"> Established process for Working Group members to participate in neighbourhood safety audits. Members are informed of any audit opportunities and provide feedback from an age friendly perspective. Member have participated in four audits since October 2018.
2. Increase the age friendliness of parks, pathways, and trails.	<ul style="list-style-type: none"> Provided input on way-finding signage for parks system.
	<ul style="list-style-type: none"> 20 new benches being installed within parks system, based on Working Group's recommendations.
3. Promote existing age friendly programs and amenities.	<ul style="list-style-type: none"> Piloted accessibility audit of community centres.
	<ul style="list-style-type: none"> Shared and promoted community gardens, TreeME Fund, Adopt-a-Park programs.
	<ul style="list-style-type: none"> Completed an inventory of indoor walking programs, available at Seniors.InformationLondon.ca Worked with Transportation Working Group and students from Western Environmental Health Promotion on pedestrian safety awareness campaign and encouraging older adult walking.

Outdoor Spaces & Buildings

What are we working on in Year 3?

Winter Walking Safety

- Planning campaign for fall/winter 2019 using videos, social media, and print resources to encourage walking (indoor and outdoor) and educating older adults on winter walking safety.

Promoting Age Friendly Parks

- Creating list of parks with “Top Five” age friendly features.
- Continuing to consult with City of London staff on accessibility and usability of park amenities.

Creating Resources for Age Friendly Neighbourhoods

- Working with Middlesex London Health Unit and City of London to educate developers and the public on design and planning that support aging in place.

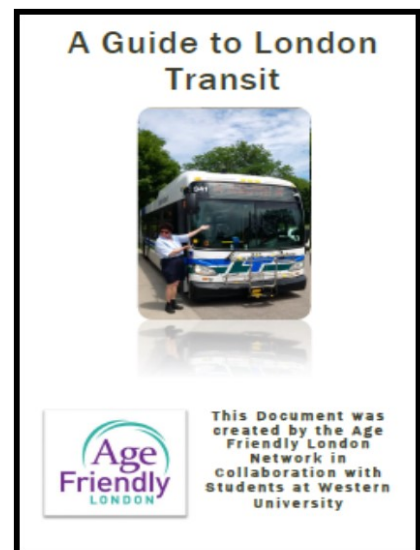


Transportation

Strategy	Accomplishments
1. Engage older adults in the planning and development of transportation initiatives.	<ul style="list-style-type: none"> Participated in design consultation for Masonville Transit Village Secondary Plan.
2. Improve the accessibility of city roads and sidewalks.	<ul style="list-style-type: none"> Improved awareness of snow clearing policies and how to report dangerous/slippery conditions on sidewalks.
	<ul style="list-style-type: none"> Worked with Outdoor Spaces & Buildings Working Group and students from Western Environmental Health Promotion on pedestrian safety awareness campaign and encouraging older adult walking.
3. Increase engagement of older adults within neighbourhoods to develop and promote active transportation initiatives.	<ul style="list-style-type: none"> Planned three cycling workshops for older adults in July 2019. 100% of attendees somewhat or strongly agreed that sessions were informative and were more likely to ride a bike after attending.
	<ul style="list-style-type: none"> Promoted and shared safe walking resources and walking programs.
	<ul style="list-style-type: none"> Partnered with Vision Zero to pilot pedestrian safety initiatives, such as older adult traffic silhouettes and targeted “Respect the Limit” signs.
	<ul style="list-style-type: none"> Worked with Western students in Gerontology in Practice to develop “Cycling Without Age” London chapter. Cycling Without Age allows older adults and those with mobility challenges to enjoy cycling in accessible trishaws.

Transportation

Strategy	Accomplishments
4. Improve accessibility of public transit.	<ul style="list-style-type: none"> Advocated to London Transit Commission for improved lighting at bus stops and improved routes.
	<ul style="list-style-type: none"> Collaborated with Accessibility Advisory Committee to identify common needs for accessible transit, such as improved booking system, reduced wait times for reservations, and higher service levels.
5. Enhance access to transportation information	<ul style="list-style-type: none"> Updated <i>Guide to London Transit</i> and <i>London and Area Transportation Information</i> booklets and translated into French, Spanish, Arabic, and Braille.
	<ul style="list-style-type: none"> Educated older adults on transportation options through workshops, conferences, and presentations in seniors' apartment buildings.



Transportation

What are we working on in Year 3?

Advocate for increased transit accessibility

- Working with London Transit Commission, Accessibility Advisory Committee, and community transportation providers to advocate for older adult needs.
- Working with London Transit Commission to identify improvements to bus shelter system.

Encourage Walking and Active Transportation

- Implementing “Walk Your City” signage.
- Educating older adults on winter walking safety and promoting safe walking resources.

Improve Transportation Options

- Investigating innovative transportation options that benefit older adults.
- Working with volunteer transportation providers to explore opportunities to increase service.



Housing

Strategy	Accomplishments
1. Raise awareness of housing options available for older adults.	<ul style="list-style-type: none"> • Distributed the Seniors Housing Directory and Housing Options Guide to the community.
	<ul style="list-style-type: none"> • Held workshop on home modifications and accessibility, in partnership with March of Dimes.
2. Support and empower older adults to age in place with dignity.	<ul style="list-style-type: none"> • Worked with Cheshire Community Support Services to develop grant proposal on “Neighbourhoods of Care”, combining older adult housing needs with community support services.
	<ul style="list-style-type: none"> • Supported implementation of community development project in seniors’ apartment buildings, in partnership with Western University and London Middlesex Community Housing. E.g. Oasis Seniors Supportive Living: A Model for Active Aging-In-Place.
	<ul style="list-style-type: none"> • Shared and promoted information with older adults about grassroots home-sharing groups.
3. Educate housing providers about the need for increased appropriate housing stock for older adults.	<ul style="list-style-type: none"> • Reviewed and assessed statistics and information on older adults on waitlist for social and affordable housing.
	<ul style="list-style-type: none"> • Planned and hosted a community conversation on older adult affordable housing needs. Contributed feedback to the City of London Homeless Prevention and Housing Plan update.

Housing

What are we working on in Year 3?

Advocate for Affordable Housing

- Advocating to all levels of government for increased and greater variety of housing stock for older adults.
- Educating housing providers on need for increased levels and types of housing stock for older adults.

Support Aging In Place Initiatives

- Pursuing grant funding and partnerships to improve access to community services that support aging in place.

Promote Housing Options

- Continuing to promote housing options such as home sharing, intergenerational housing, and housing with social supports.



Social Participation

Strategy	Accomplishments
1. Build strong partnerships among organizations to enhance social opportunities.	<ul style="list-style-type: none"> Presented to nine neighbourhood associations to share information about AFL Network and programs for seniors in their neighbourhoods.
	<ul style="list-style-type: none"> Expanded access to seniors' events information through the AFL Network newsletter, seniors resources website, and social media.
2. Reduce barriers to participation in recreation and social opportunities for older adults.	<ul style="list-style-type: none"> Created "Ease into Leisure" kits of assistive devices for recreation, in partnership with London Public Library. Equipment for gardening, arts and crafts, and games are available to borrow for free through the London Public Library.
	<ul style="list-style-type: none"> Secured grant funding to implement the Age Friendly Leisure Buddy Program, which will pair vulnerable or isolated older adults with volunteer "Buddies", who will support them to transition into social and recreational programs.
3. Promote the benefits of older adults participating in meaningful activities.	<ul style="list-style-type: none"> Planned and hosted the annual Age Friendly London Conference in June 2019, attended by 400 older adults and 50 exhibitors.

Social Participation

What are we working on in Year 3?

Promote Meaningful Activities

- Creating a video series to promote recreation and leisure to older adults and virtual tour of facilities.
- Promoting accessible “social space” where older adults can gather.

Build Strong Partnerships

- Continuing to reach out to neighbourhood associations to share information about older adult programs.

Plan and Support Community Events for Seniors

- Continuing to support community events that promote social participation for older adults, such as the Age Friendly London Conference, REXPO, Stepping Out Safely, etc.

Reduce Barriers to Participation

- Implementing and evaluating Age Friendly Leisure Buddy Program pilot.



Respect & Social Inclusion

Strategy	Accomplishments
1. Reframe how older adults are portrayed and celebrate their contributions in our community.	<ul style="list-style-type: none"> Implemented “Every Day Hero” campaign to acknowledge and celebrate the daily contributions that older adults make to our community. 48 Every Day Heroes were recognized in 2019.
	<ul style="list-style-type: none"> Presented Anti-Ageism education to high school students.
	<ul style="list-style-type: none"> Nominated the first person (Ernie Maiorana) to the Mayor’s New Year’s Honour List in the newly added Age Friendly category.
2. Increase and promote quality intergenerational opportunities that are mutually beneficial.	<ul style="list-style-type: none"> Completed an inventory of intergenerational programs in London.
	<ul style="list-style-type: none"> Created intergenerational programs in Family Centres in partnership with the Child and Youth Network. 26 children and 23 older adults participated in intergenerational program at Family Centre Fanshawe between January 1 - May 31, 2019 .
	<ul style="list-style-type: none"> Partnered with a student from Fanshawe College to complete research on best practices for intergenerational programming.
3. Empower older adults to have a voice in their own advocacy.	<ul style="list-style-type: none"> Established partnerships with Canadian Association of Retired Persons (CARP) and Elder Abuse London Middlesex to plan and coordinate advocacy efforts.

Respect & Social Inclusion

What are we working on in Year 3?

Empower Older Adults to Have a Voice in Their Advocacy

- Planning an advocacy event November 13, 2019 with Elder Abuse London Middlesex and Canadian Association of Retired Persons.
- The Advocacy Event will focus on educating older adults on elder abuse, advance care planning, navigating the healthcare system, caregiver supports, elder law, and other advocacy topics.

Promote Intergenerational Opportunities

- Creating best practices guide and toolkit to support family centres and community organizations to create quality intergenerational programs.

Continue to Celebrate the Contributions of Older Adults

- Continuing successful recognition programs including Every Day Heroes and Mayor's Honour List—Age Friendly category.



Employment & Volunteerism

Strategy	Accomplishments
1. Improve access to information about employment opportunities for older job seekers.	<ul style="list-style-type: none"> Held Lunch and Learn on supporting mature workers with 15 members of the Employment Sector Council.
	<ul style="list-style-type: none"> Shared <i>Experience Works 2</i> fact sheets on supporting older job seekers at Human Resources Professionals meeting.
	<ul style="list-style-type: none"> Worked with Local Employment Planning Council, Over 55 London, and employment service providers to share information on the needs of older workers.
2. Increase meaningful volunteer opportunities for older adults.	<ul style="list-style-type: none"> Organized and hosted second annual Older Adult Volunteer Fair at Cherryhill Mall, with 30 participating no-profit organizations .
	<ul style="list-style-type: none"> Created list of age friendly volunteer organizations and shared this information at seniors' events and online at Seniors.InformationLondon.ca.
3. Increase skill-building opportunities for older adults.	<ul style="list-style-type: none"> Promoted the <i>Learning for Life Tool</i> (LearningForLifeTool.ca), an online platform that matches users with skill-building and training opportunities in their area.
	<ul style="list-style-type: none"> Identified and promoted technology and computer training classes for older adults.

Employment & Volunteerism

What are we working on in Year 3?

Improve Access to Information About Employment

- Promoting new local jobs hub (WorkforceDevelopment.ca) to older job seekers.
- Connecting older adults with information on entrepreneurship and self-employment.

Increase Meaningful Volunteerism

- Continuing to plan and host events that match older adults with volunteer opportunities, such as the Volunteer Fair and volunteer “speed dating”.
- Identifying and promoting age friendly volunteer opportunities available through Network members.

Promote Skill-Building Opportunities

- Promoting employment and technology training that is tailored to older adults.

Want to find any of the resources
mentioned in this document?

Find seniors’ resources and information at:

<http://Seniors.InformationLondon.ca>

Communication & Information

Strategy	Accomplishments
1. Communicate and promote the work and accomplishments of the Network.	<ul style="list-style-type: none"> Developed a new landing page, AgeFriendly London.ca, in partnership with the Healthline.ca Information Network.
	<ul style="list-style-type: none"> Created templates for AFL Network promotional materials for professional, consistent branding to share messages.
	<ul style="list-style-type: none"> Created AFL Network Facebook page to reach new audiences and promote age friendly programs and events.
2. Promote resources and tools that support our community to better serve older adults.	<ul style="list-style-type: none"> Built inventory of community and seniors centres, seniors' apartment buildings, neighbourhood associations, older adult publications/magazines as a network to effectively distribute information.
	<ul style="list-style-type: none"> Shared age friendly resources through Healthline.ca Information Network, seniors resources webpage, 211, social media, and community events.

Communication & Information

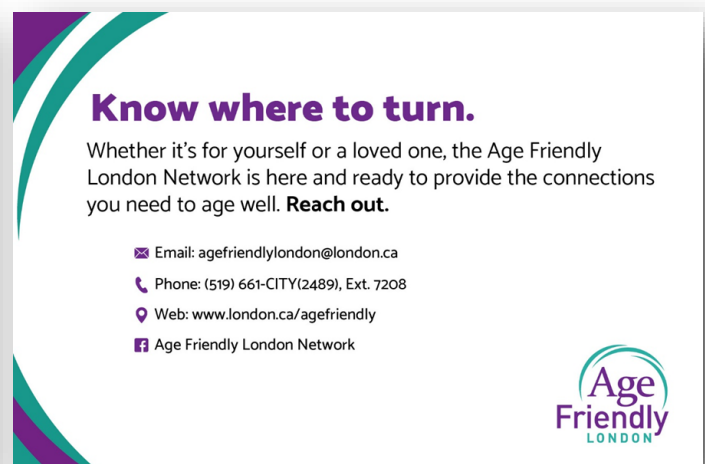
What are we working on in Year 3?

Support the AFL Network to Reach Target Audiences

- Developing training for working group members on how to use templates, reach target audiences, and effectively promote events/resources.

Connect Older Adults with Information and Services

- Researching the implementation of an "age friendly connector" program.
- Utilizing Age Friendly Ambassadors to effectively share and distribute information in the community.
- Developing and expanding the AFL branding and social media strategy.



Community Support & Health Services

Strategy	Accomplishments
1. Reduce barriers that older adults experience with finding and using healthcare services and community supports.	<ul style="list-style-type: none"> Established connections with community support agencies and health services to improve information-sharing and reduce gaps in service, including: <ul style="list-style-type: none"> The London Middlesex Healthcare Provider Alliance; London Middlesex Local Immigration Partnership; Geriatric Ambulatory Assessment Team; South West LHIN Centralized Intake for community support services; and, Frail Seniors Strategy.
2. Improve awareness of existing programs and services that support healthy aging.	<ul style="list-style-type: none"> Educated future healthcare professionals on how to recommend healthy aging programs to their clients. Provided a guest lecture on healthy aging programs to class of 30 Fanshawe students in the Gerontology InterProfessional Practice program. 100% of students strongly agreed that information was useful and 90% strongly agreed that they felt more confident recommending programs to their clients.
	<ul style="list-style-type: none"> Connected with isolated and at-risk individuals using the Community Connector Bags, which were distributed to 500 Londoners in January. Over 1,000 bags have been distributed to date through 11 different organizations.
3. Improve awareness and availability of services and supports for caregivers.	<ul style="list-style-type: none"> Promoted South West Self Management Program free workshops for caregivers. This free six-week workshop series is designed to provide caregivers with the tools needed to look after themselves.
	<ul style="list-style-type: none"> Consulted with St. Joseph's Health Care on the Changing CARE (Communication, Assessment, Recognition, Education) project.

Community Support & Health Services

What are we working on in Year 3?

Promote Multi-Lingual and Multi-Cultural Services

- Gathering statistics on non-official languages spoken by older adults in London and identify gaps in access to health information.

Advocate for Improvements to Health Information Resources

- Recommending further age friendly improvements to sources for health and community supports information.

Promote Programs and Services That Support Healthy Aging

- Exploring partnerships with retirement residences and private home care to create mobile health promotion units.
- Supporting older adult volunteers to mentor peers in healthy aging.

Improve Awareness of Caregiver Supports

- Planning an advocacy event November 13, 2019 with Elder Abuse London Middlesex and Canadian Association of Retired Persons.
- The Advocacy Event will include information of caregiver supports and advocacy.





an age friendly city
is a **people friendly city**

www.london.ca/agefriendly
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or 311